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<b>SERIAL NUMBER</b> 10/015,290	<b>FILING OR 371(c) DATE</b> 12/17/2001 <b>RULE</b>	<b>CLASS</b> 703	<b>GROUP ART UNIT</b> 2125	<b>ATTORNEY DOCKET NO.</b> AUS920010918US1
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**APPLICANTS**

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\*\* CONTINUING DATA \*\*\*\*\*

\*\* FOREIGN APPLICATIONS \*\*\*\*\*

**IF REQUIRED, FOREIGN FILING LICENSE GRANTED**

\*\* 01/18/2002

Foreign Priority claimed 35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance	<b>STATE OR COUNTRY</b> TX	<b>SHEETS DRAWING</b> 6	<b>TOTAL CLAIMS</b> 19	<b>INDEPENDENT CLAIMS</b> 4
Verified and Acknowledged	Examiner's Signature _____ Initials _____				

**ADDRESS**

32329

**TITLE**

EMPLOYING SPEECH RECOGNITION AND CAPTURING CUSTOMER SPEECH TO IMPROVE CUSTOMER SERVICE

<b>FILING FEE RECEIVED</b> 1124	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
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